How to Use the Job Content Questionnaire (JCQ): Agency Role

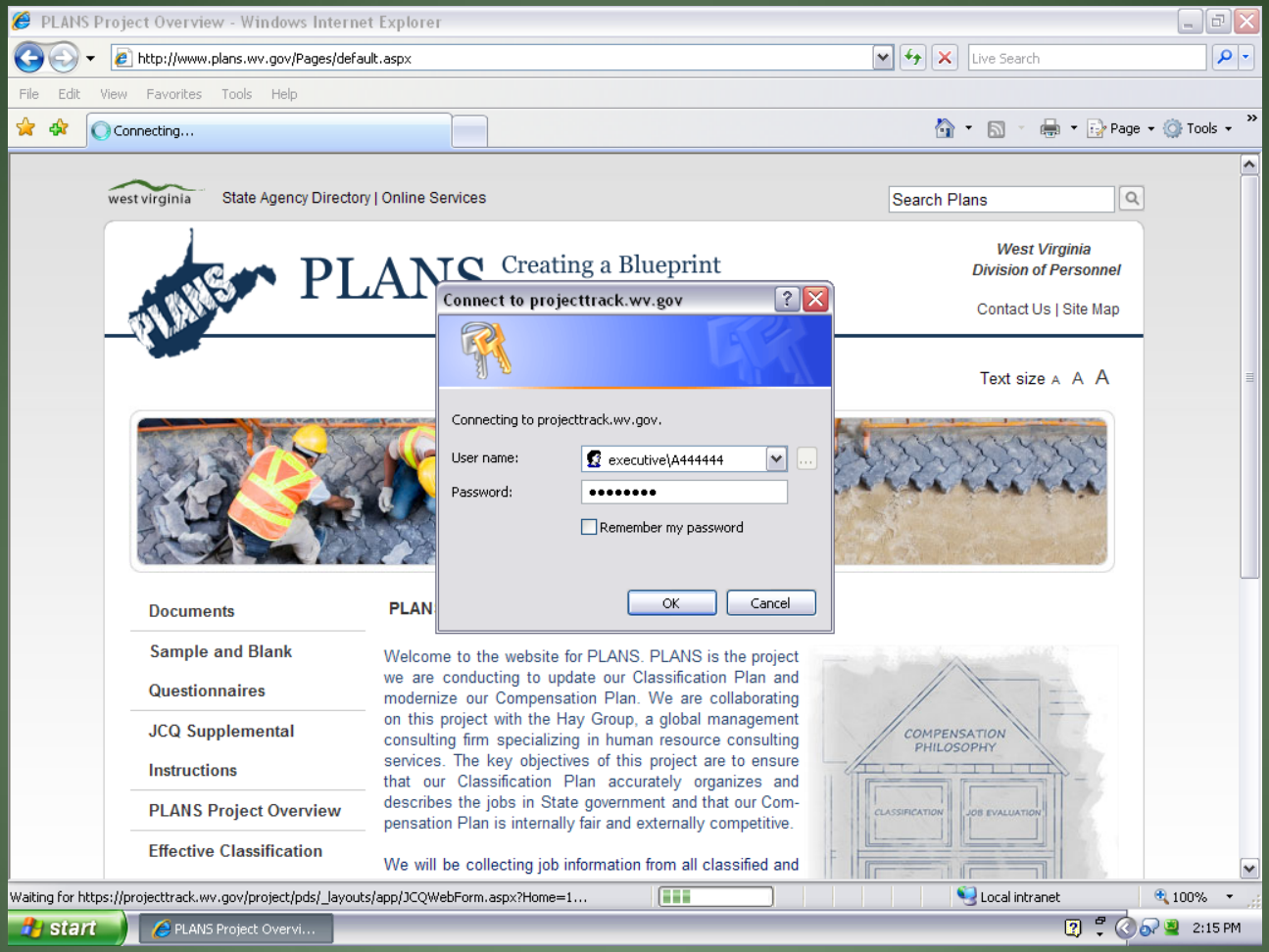
Welcome!

This training is designed to help you use the electronic Job Content Questionnaire (JCQ). The JCQ is the form all state employees will complete for the PLANS project. It is designed to help employees share information about their current job duties.

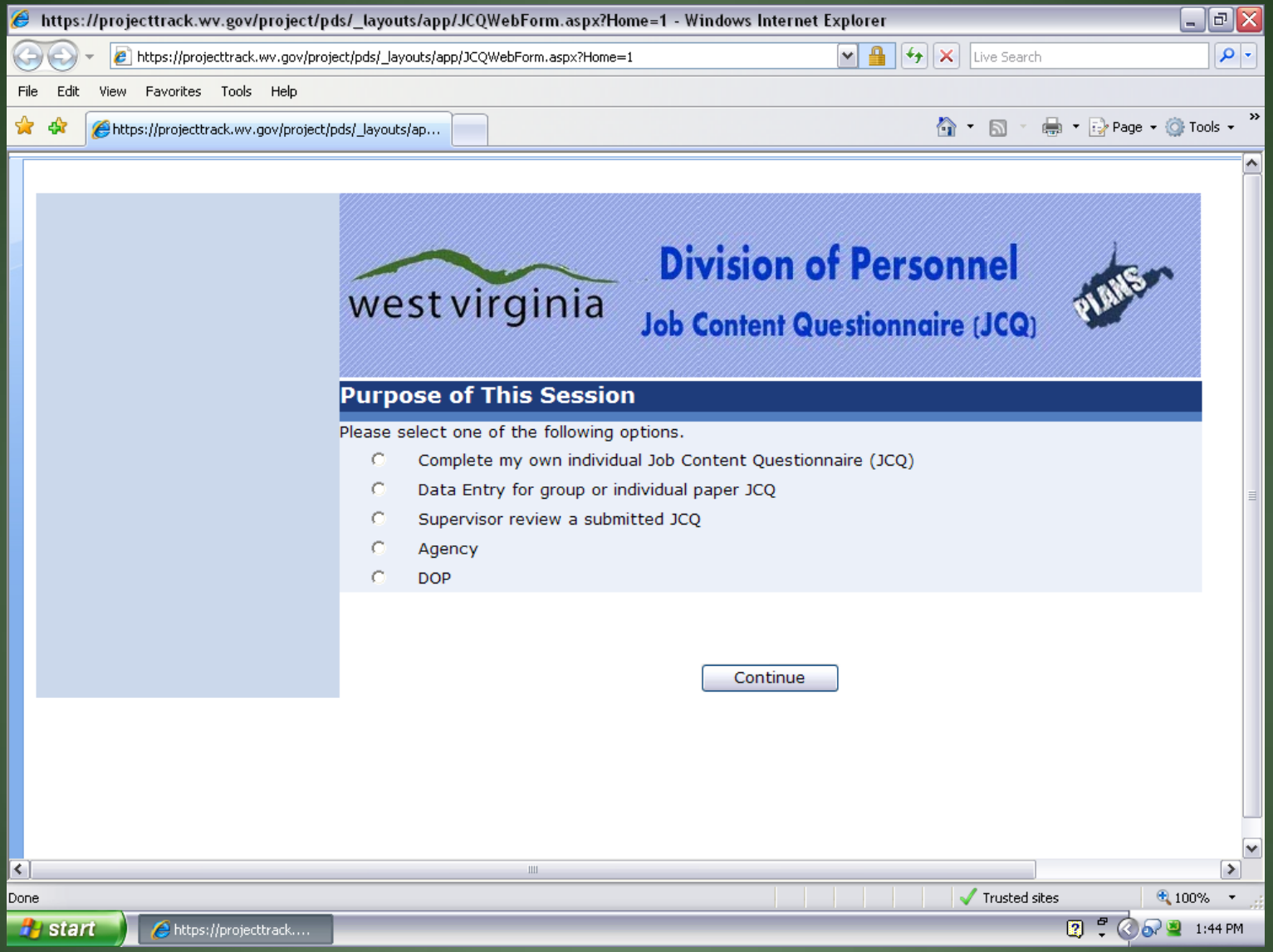
As an Agency HR Representative, you will use the electronic JCQ to review the Individual and Group JCQs submitted by your employees and their supervisors. You will do all of your JCQ reviews electronically.

Please Note:

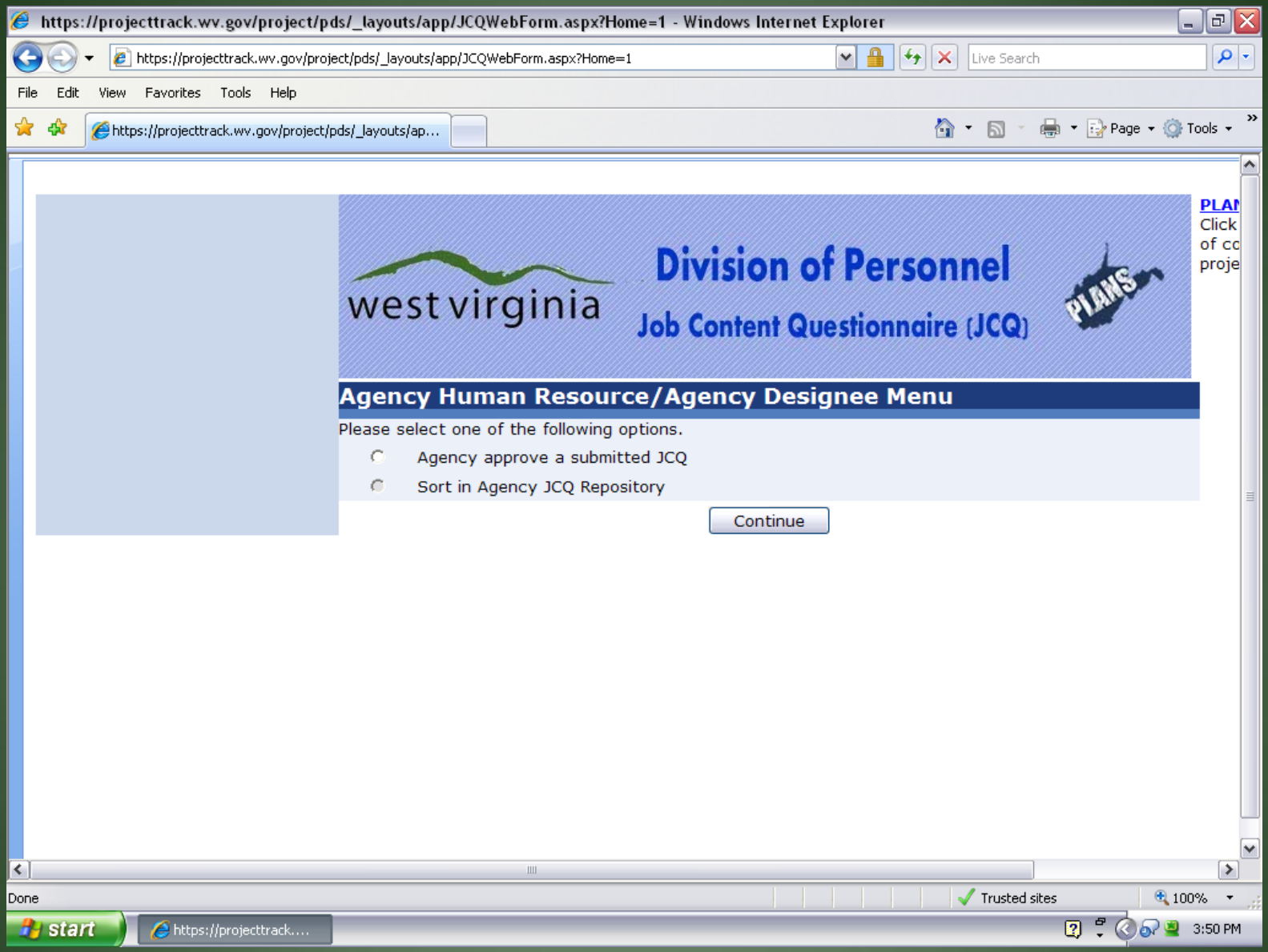
The following instructions are for Internet Explorer 7, which is the browser that most state employees will use. If you use a browser other than Internet Explorer 7, your login window may not appear exactly as it does as shown here.



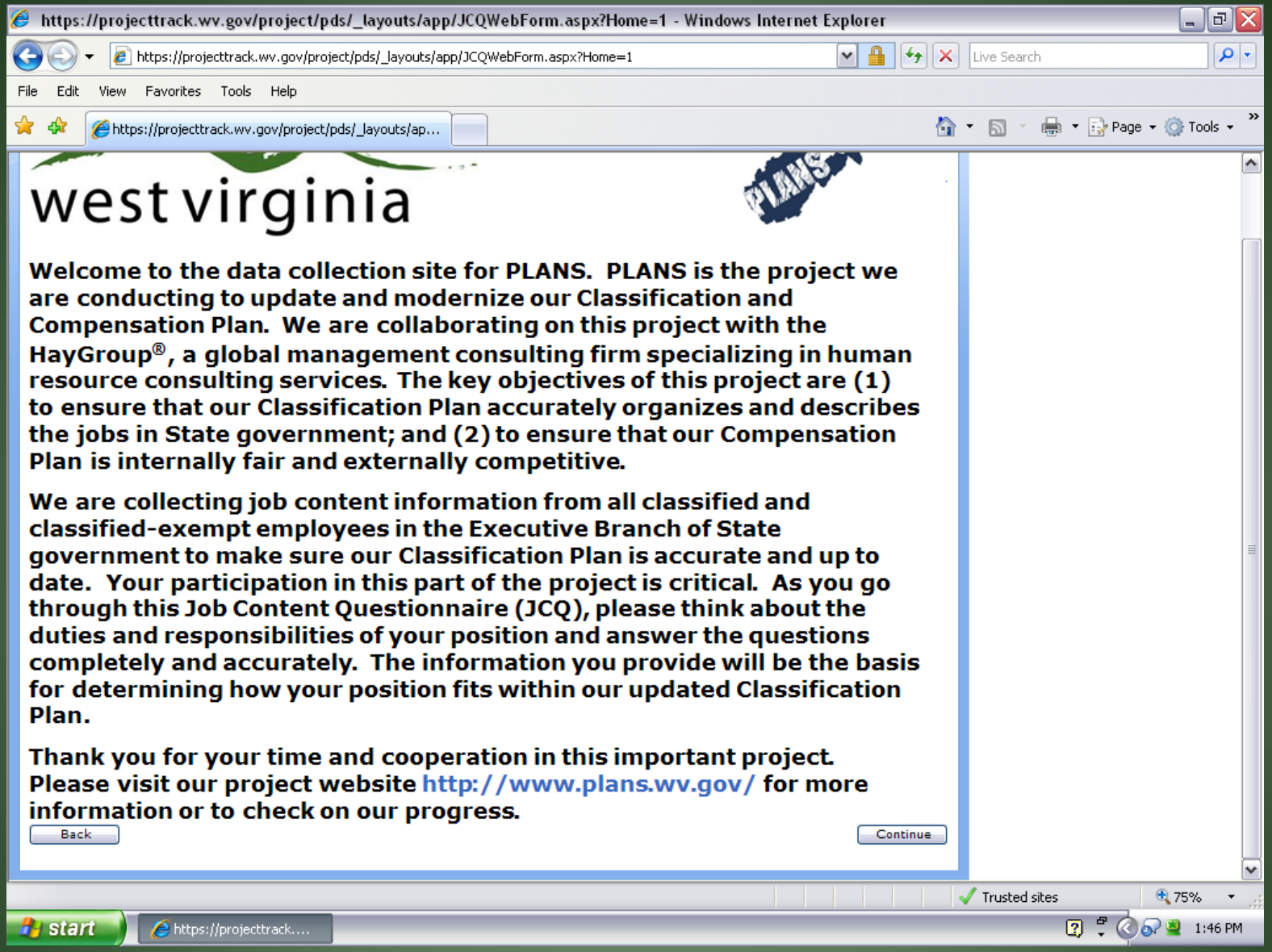
In the Agency role, you can access the electronic JCQ in two different ways. Either way, you will be prompted to log in. How you log in depends on your domain. If your email address ends in @wv.gov, you are on the executive domain. If your email address does not end in @wv.gov, you are on the resource domain. Slideshows demonstrating how to log in for each domain are available on the PLANS website.



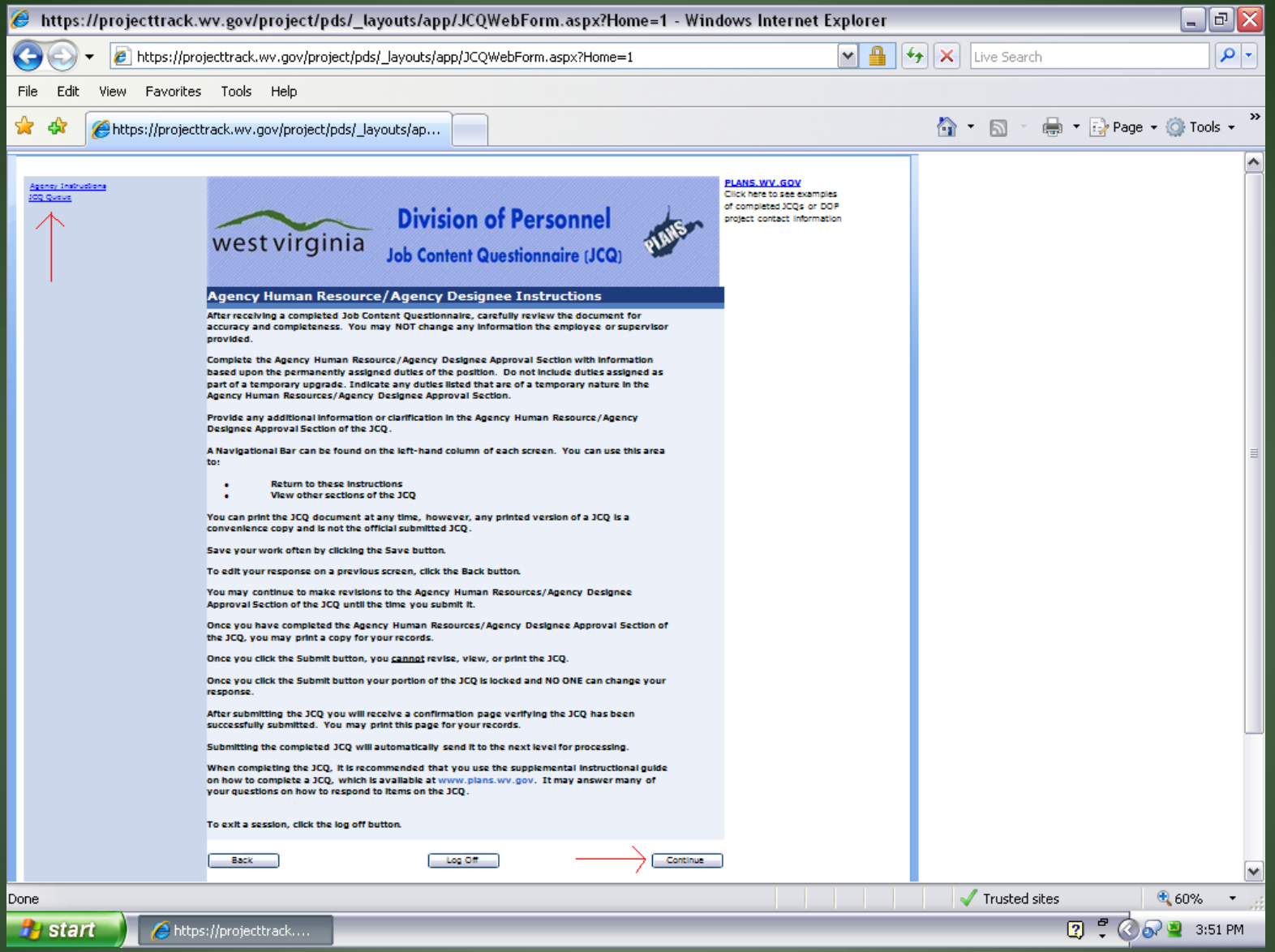
After you log in, the first page you will see is titled Purpose of this Session. Choose the fourth radio button, "Agency". Then click Continue.



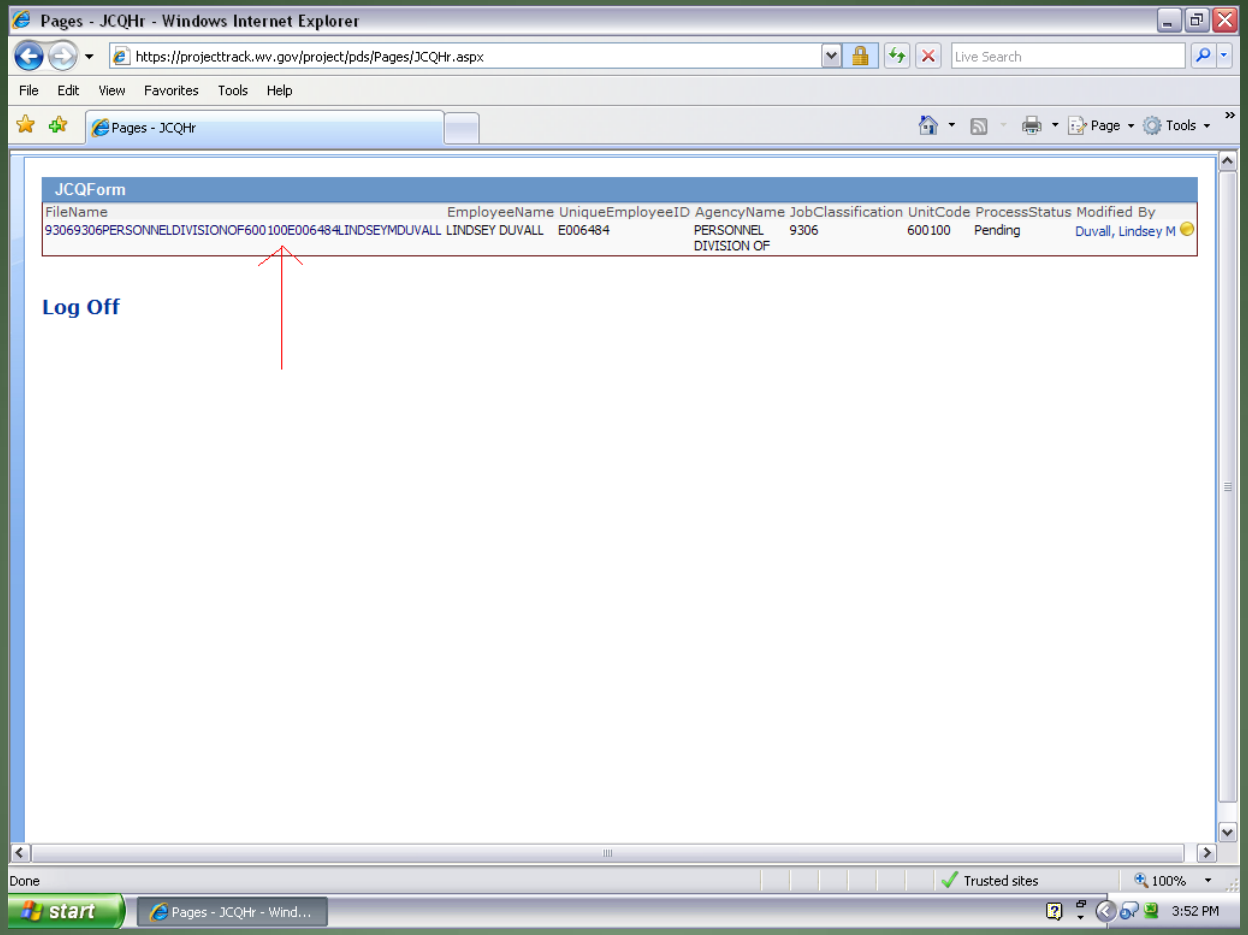
You will then arrive at a submenu. Choose the first radio button, “Agency approve a submitted JCQ”. Then click Continue.



Next you will see the Welcome screen. Read the information provided, and click Continue when you are done. If you do not see the Continue button at first, scroll down until it becomes visible.

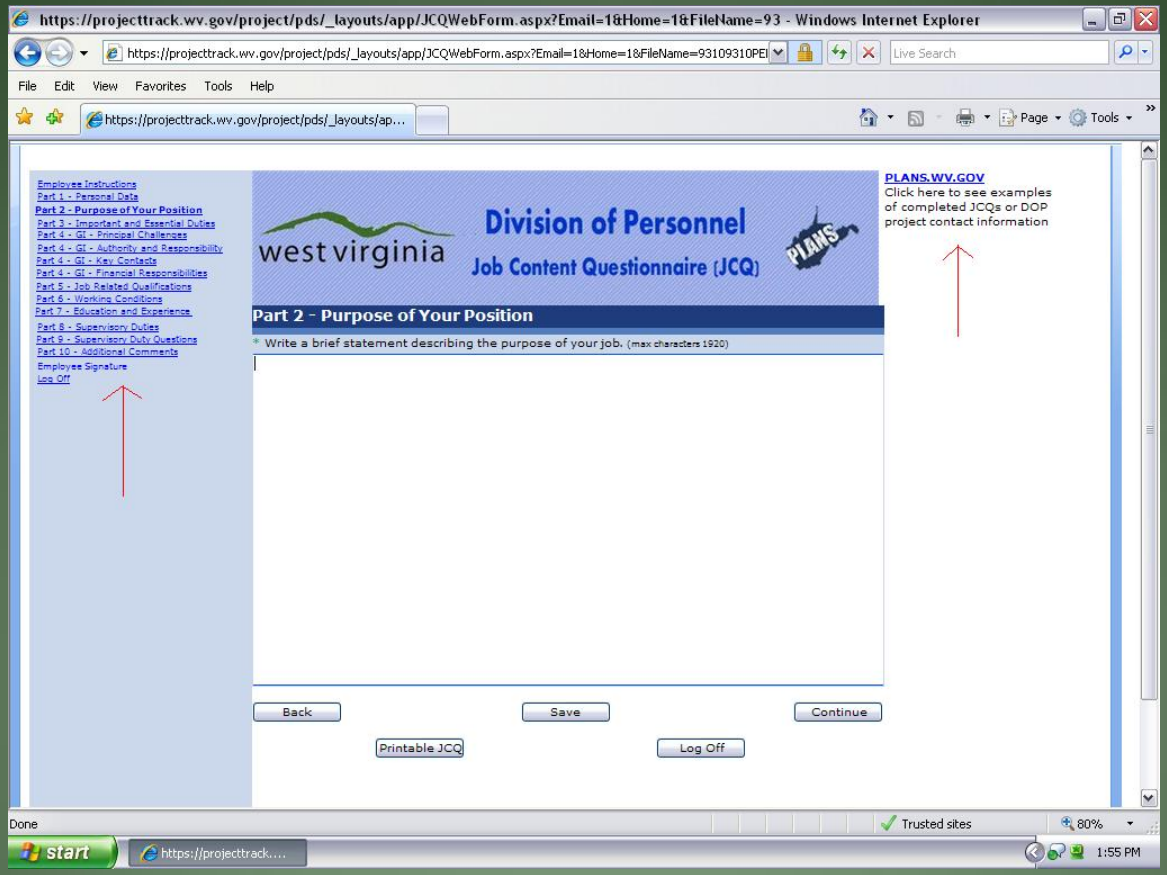


Next you will see the Agency HR Instructions page. Carefully read the instructions. When you are ready to start reviewing JCQs, click the Continue button at the bottom of the page, or click the JCQ Queue link on the side of the page. Clicking either of these will take you to your Agency Queue.



The Agency Queue lists all the JCQs that are ready for your review. Click on the file name as shown to open a JCQ. JCQs will remain in your queue until submitted, so if you start reviewing a JCQ but do not submit it, it will still be listed here.

Keep in mind that all JCQs for which you are a primary Agency HR Designee OR backup Agency HR Designee will be listed, so there may be more JCQs in your queue than you expected. Follow any internal agency instructions on which JCQs you should review.



In the center of each JCQ page is the question(s) for that JCQ Part. The system will not allow you to modify or delete what the employee has entered as you complete your review of the JCQ.

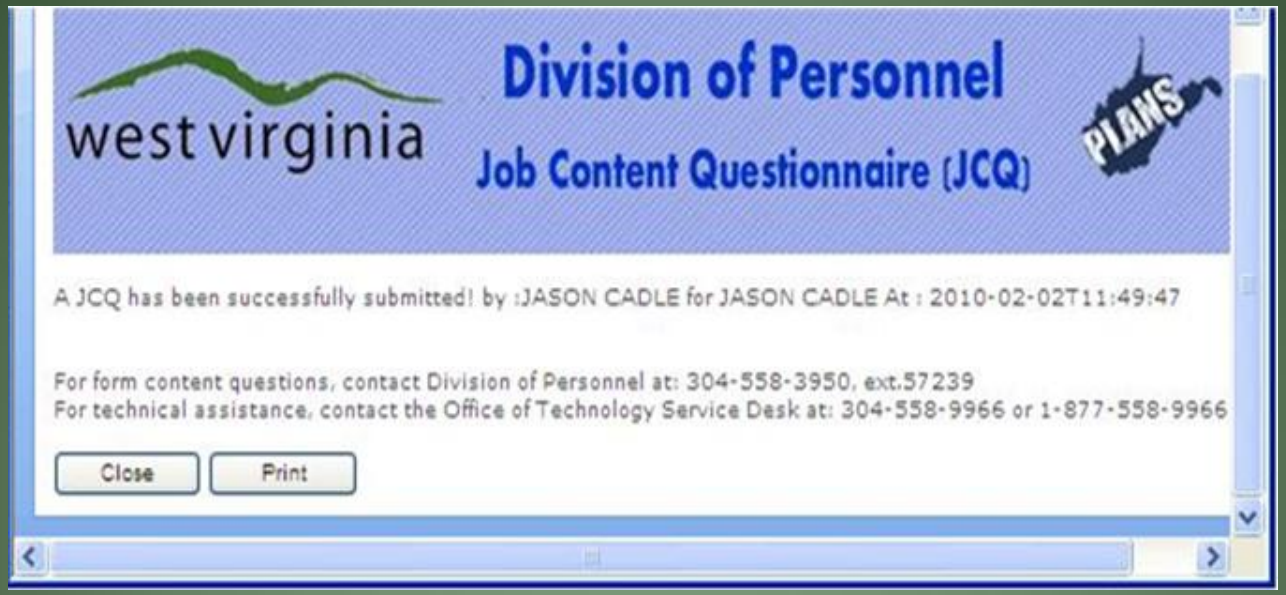
On the left-hand side of the JCQ form, there is a navigation menu. Click on a JCQ Part to be taken to that page. On the right-hand side, there is a link to the PLANS Project website. The website contains sample JCQs as well as FAQs and supplemental information that will help you with the JCQ. It is recommended that you use these materials as you complete your review of the form.

At the bottom of each page of the JCQ are a number of buttons you can use to navigate through the JCQ.

- "Back" takes you to the previous page.
- "Continue" takes you to the next page.
- "Save" saves your work. It is recommended that you click the Save button frequently while completing your review of a JCQ so that you do not lose any work should an error occur.
- "Log Off" will take you out of the system. If you need to stop reviewing a JCQ before you are finished, use this button to exit the JCQ system. You can then log back in at a later time to finish the JCQ. To resume work on a JCQ, open your queue and select the JCQ you want, as shown previously.
- "Printable JCQ" will open a copy of the JCQ in a separate window, which you can then print. *If you have trouble printing, make sure your pop-up blocker is turned off.* Also, the printable JCQ frequently loads behind the active window, so please check your toolbar at the bottom of your screen.

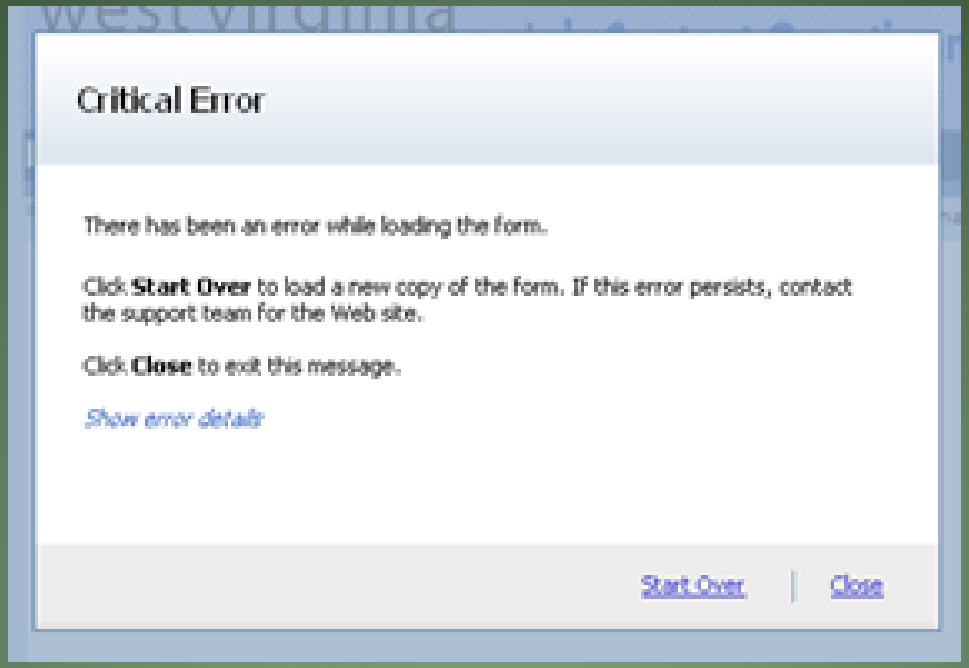
When you click Submit on the Agency HR Signature page of the JCQ, an error message will display at the bottom of the screen if you have not answered the question in the Agency HR Approval Section. You must provide the needed information indicated before you may continue. The error message will display until you click Submit again. When you have provided all required information, you may proceed.

When the Agency HR Approval Section of the JCQ is complete, you may submit the JCQ. By clicking Submit on the Agency HR Signature page, you are submitting the JCQ. Once you have submitted the JCQ, you will NOT be able to open or view it again. Therefore, you must make sure you have no more changes before you submit. It is recommended that you print a copy of the JCQ for your records before submitting it.



When you submit the JCQ you have reviewed, you will receive a confirmation page. You may print this for your records by clicking the Print button.

The confirmation page will appear in a new window. Please make sure your pop-up blocker is off before you click Submit on the Supervisor Signature page; if your pop-up blocker is on, you will not receive the confirmation page. If you do not see the confirmation page, check your toolbar at the bottom of your screen; the page may have loaded behind your active window.



If you leave the JCQ open and unattended for a period of time (about an hour), you will receive the error shown above. Do not be alarmed. This is a security measure designed to help prevent other employees from being able to access the JCQs you are reviewing. If you get this error, simply close your browser, re-open it, and log into the JCQ system again. If you did not click the Save button before leaving your computer, you will probably lose the information on the page you were working on, but you should not lose all of your work on the JCQ.

IT IS STRONGLY RECOMMENDED THAT YOU CLICK THE SAVE BUTTON FREQUENTLY AND LOG OUT OF THE JCQ SYSTEM BEFORE LEAVING YOUR COMPUTER UNATTENDED.

For questions on how to complete the form, please contact the Division of Personnel at (304) 558-3950 extension 57239 or send an email to DOP.PLANS@wv.gov.

For technical questions, please call the Office of Technology Help Desk at (304) 558-9966 or 1-877-558-9966.